IHCP Live: Electronic Visit Verification (EVV)





HELP SUPPORT OMPP WITH AN EVV SURVEY

https://www.surveymonkey.com/r/CPZY9S6

Tell us about your exposure with EVV thus far!



Agenda

- 21st Century Cures Act
- Getting Ready for Implementation
- EVV Resources Available
- Helpful Tools





21st Century Cures Act

- Requires providers of personal care services and home health services to use an electronic visit verification (EVV) system to document services rendered
 - Personal care services January 1, 2021*
 - Home health services January 1, 2023

*Good Faith Effort exemption delayed final implementation by one year.



Overall Requirements

- EVV captures the following details:
 - Type of service performed
 - Individual receiving the service
 - Date of the service
 - Location of service delivery
 - Individual providing the service
 - Time the service begins and ends





Rationale for Policy

 Federal Law – required under Section 1903(I) of the Social Security Act

 Reduce Fraud, Waste, and Abuse – ensures services are billed according to services authorized and performed

Improves Overall Quality of Services



Does EVV Impact Me?

Criteria for Service Inclusion:

- Personal care service (Includes activities of daily living or instrumental activities of daily living
- Authorized for coverage through a federal home and community-based services authority (1915(c), 1915(i), 1915(j), 1915(k), 1115)
- Provided in the home



Does EVV Impact Me?

Impacted Services				
Medication Training and Support (AMHH population)	Respite Care			
Skills Training and Development (AMHH and CMHW population)	Unskilled Respite Care			
Attendant Care	Residential Habilitation (Hourly)			
Homemaker Services	Residential-Based Habilitation			
Participant Care and Assistance				

If you provide these services and do not submit an EVV record with these claims starting on January 1, 2021, you will not receive reimbursement for these services.

Getting Ready for EVV Implementation



Two Options for EVV Implementation

- The Indiana Health Coverage Programs (IHCP) uses the Open Vendor Model:
 - Sandata (State-sponsored EVV solution)
 - Alternative EVV solution (meeting the same requirements)



The IHCP allows providers to use any alternative EVV solution that satisfies the requirements from the 21st Century Cure Act.



Sandata (State Solution)

Step 1: Complete the Sandata Training

- Self-paced training
- Scheduled online webinars

Step 2: Receive Your Login Credentials

Send your certificate of completion to INXIXEVV@dxc.com
 to receive login credentials

Sandata (State Solution)

Step 3: Enter Your Employee/Client Information

- Login information for each employee
- Information for all members who you serve

Step 4: Provide Employees with Appropriate Devices

- Sandata Mobile Connect (for mobile visit verification)
- Telephonic visit verification



Sandata (State Solution)

Step 5: Prepare Your Direct Care Workers

- Santrax ID and telephonic visit verification phone number
- Familiar with the service and task codes

There is no cost to the provider to use the Sandata (State-Sponsored Solution).



Alternative EVV Solution

Step 1: Email **EVV@fssa.in.gov**

- Provide agency's name and contact information
- Provider vendor's name and contact information

If your vendor has not previously integrated with Sandata in Indiana, the vendor will be required to pay a one-time fee.



Alternative EVV Solution

Step 2: Request testing credentials from INAItEVV@Sandata.com (if you are using a vendor that has already completed testing with a vendor, you will have access to production credentials quicker)

 Follow the steps as provided by Sandata to ensure testing with your vendor can begin

Step 3: Work with your vendor to complete testing

Coordinate with your vendor during this process



Alternative EVV Solution

Step 4: Complete the self-paced training

- Brief training on the Sandata Aggregator (not the Sandata State-Sponsored Solution)
- For additional training, consult with your alternative EVV vendor

Step 5: Request production credentials

Allows agency to log into the Sandata Aggregator to submit EVV records

January 1, 2021

Claims payment will be disrupted for claims submitted without an EVV record.



Don't wait until the last minute to prepare for EVV implementation!



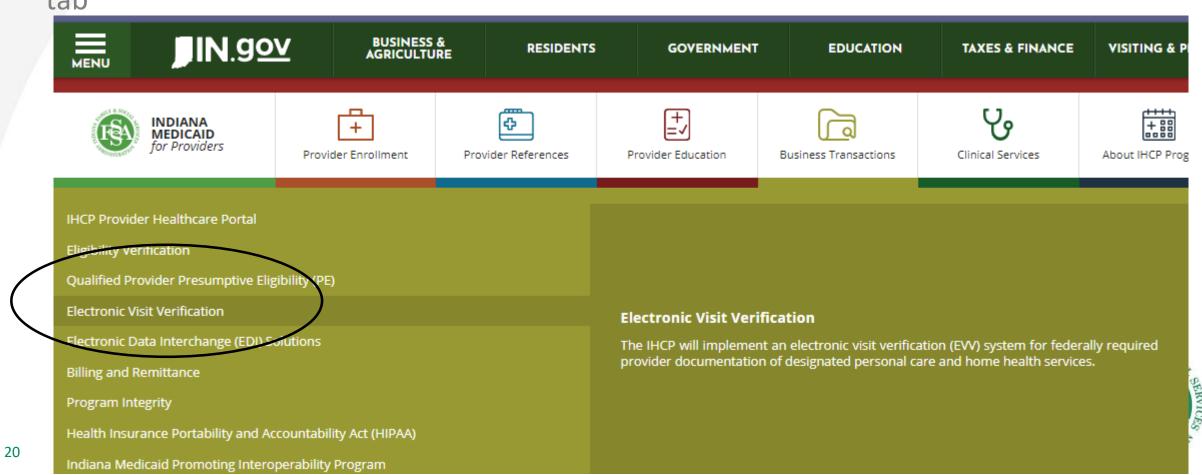
Important Dates

- By October 1, 2020 <u>must</u> notify the State of your intention to use an alternative EVV vendor
 - Providers who request to use an alternative EVV vendor after
 October 1 will be required to complete the Sandata State-sponsored
 EVV solution training.

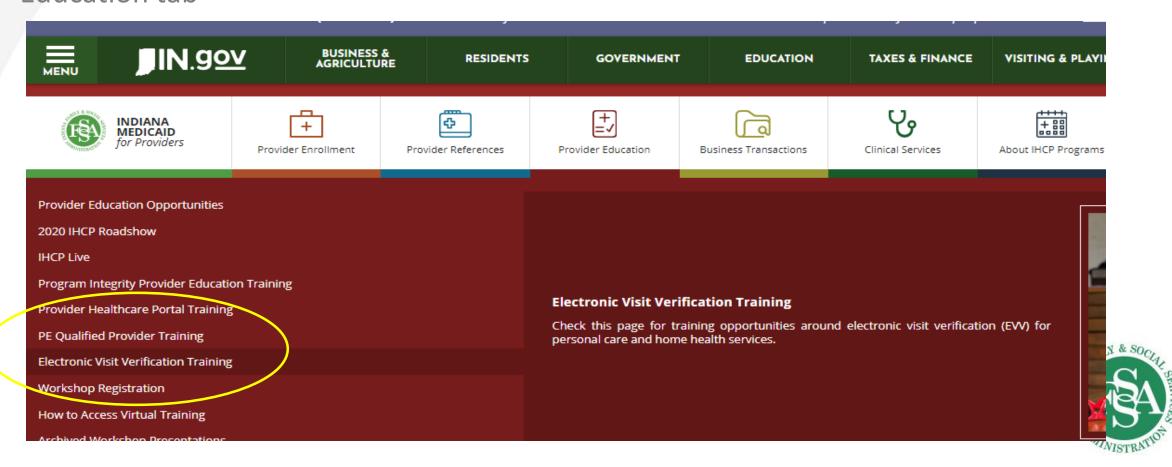
 By January 1, 2021 – Claims payment processing will begin enforcing EVV requirement



The Electronic Visit Verification webpage - located under the Business Transactions tab



The Electronic Visit Verification Training webpage - located under the Provider Education tab



EVV

COMPLIANCE DATE: January 1, 2021

Failure to comply with this requirement will result in claims payment disruption

What is EVV?



The 21st Century Cures Act directs state Medicaid programs to require providers of personal care services to use an "electronic visit verification" system to document services rendered. Federal law requires that providers use the EVV system to document the following information:

- Date of service
- Location of service
- Individual providing
- Type of service
- Time the service begins

Providers may choose between two technology options to use for **Electronic Visit Verification:**

Sandata (State-Sponsored EVV Solution)

This is available to all personal care service providers at no cost to the provider. This solution meets the federal requirements but does not provide additional functionality.

Alternative **EVV Solution**

Providers may also use any other vendor that has integrated in Indiana with the Sandata solution. Alternative vendors may provide additional functionality to providers.

Available resources

Electronic Visit Verification: This webpage provides all of the latest IHCP policy guidance on EVV implementation as well as helpful information for both Sandata and alternative EVV vendor users.

Electronic Visit Verification Training: This webpage contains all of the educational reference material for Sandata users.

How to prepare for implementation

For providers using Sandata (State-Sponsored **EVV Solution**)

Step 1: Complete the Sandata training Providers can complete this training using two methods currently:

- Self-paced online training
- Instructor-led webinar training session

For instructions on accessing the self-paced training (or to sign up for an instructor-led webinar training session), go to the EVV Training Registration Quick Reference Guide

Step 2: Receive your login credentials

Once providers have completed the training, they will need to email their certificate of completion to INXIXEVV@dxc.com to receive their agency's Sandata login credentials.

Step 3: Enter your employee and client

Each employee will have his or her own login information for the Sandata system. The agency will want to create logins for each employee as well as insert information about the agency's clients receiving personal care services.

Step 4: Provide employees with appropriate

If the agency is planning to use mobile visit verification using Sandata Mobile Connect, it will want to ensure its employees have access to a smart device. Providers can use either Android or Annie devices. Otherwise employees should be trained to use telephonic visit verification

Step 5: Prepare your direct care workers

workers have had individual training on capturing visits either through the Sandata Mobile Connect application or through telephonic visit verification

For providers using an alternative EVV vendor

Step 1: Send an email to EVV@fssa.in.gov The agency will want to include the agency's name and contact information along with the alternative vendor's name and contact information. This will allow FSSA to determine if the vendor has previously integrated with Sandata in Indiana. If the vendor has not previously integrated, it will be required to pay a one-time fee.

Step 2: Request testing credentials from INAItEVV@sandata.com

Once Sandata has informed the alternative vendor that they are ready to begin testing, the provider agency should request testing credentials for the vendor. These credentials should be provided to the vendor

Step 3: Work with the vendor to complete the testing process

With the testing credentials, the vendor will prepare a test file that will be submitted to Sandata for approval. The provider agency will need to stay in contact with the vendor during this process. Be sure to have the vendor submit a notification to INAltEVV@sandata.com or 855-705-2407 once the test files have been submitted to Sandata for review.

Step 4: Complete the self-paced training While the vendor is testing, the provider agency

should complete a brief training on the usage and functionality of the Sandata Aggregator.

Step 5: Request production credentials

With training complete, and once testing has been confirmed, provider agencies will request production credentials that will be used to log into the Sandata Aggregator.

Contact us by phone at 800-457-4584, option 5 or by email at evv@fssa.in.gov



Family & Social Services Administration Office of Medicaid Policy & Planning 402 W. Washington St., Room W374 Indianapolis, IN 46204

EVV Implementation Guide

- Provides key requirements
- Provides step by step guide for implementation
- Provides contact information for questions or issues

AVAILABLE ON THE INDIANA MEDICAID EVV WEBPAGE



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Provider Resources Available



Resources Available

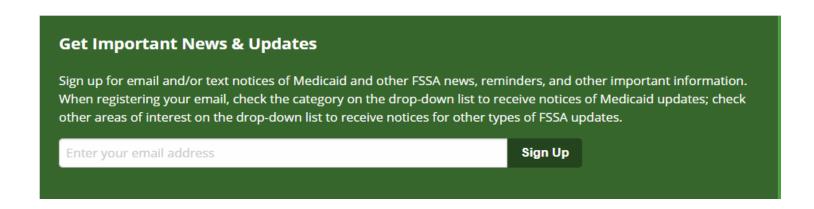
- What resources are available to providers?
 - Regional Field Consultants
 - Provider Reference Materials
 - Provider Education





Sign Up for Updates!

- Register for updates on the Indiana Medicaid Provider Website:
 - Email Address





How to resolve questions

- EVV@fssa.in.gov
 - To ask policy-specific questions
 - To get started with an alternative EVV vendor
- INXIXEVV@dxc.com
 - To receive your agency's Sandata State Solution login credentials
- The IHCP Help Desk: (800) 457-4584, Option 5
 - For technical assistance using the Sandata State Solution



Provider Relations Consultants



REGION	FIELD CONSULTANT	EMAIL	TELEPHONE	COUNTIES SERVED
Illinois Michigan	Jean Downs	INXIXRegion1@dxc.com	(317) 488-5071	Dekalb, Elkhart, Fulton, Jasper, Kosciusko, LaGrange, Lake, LaPorte, Marshall, Newton, Noble, Porter, Pulaski, St.Joseph, Starke, Steuben, Whitley Chicago, Watseka Sturgis
Illinois	Shari Galbreath	INXIXRegion2@dxc.com	(317) 488-5080	Allen, Adams, Benton, Blackford, Cass, Carroll, Clinton, Delaware Fountainm Grant, Howard, Hutington, Jay, Madison, Miami, Montgomery, Randolph, Tippecanoe, Tipton, Wabash, Warren, Wells, White Danville
3	Crystal Woodson	INXIXRegion3@dxc.com	(317) 488-5324	Boonem Hamilton, Hendricks, Johnson, Marion, Morgan
Kentucky	Ken Guth	INXIXRegion4@dxc.com	(317) 488-5153	Clay, Crawford, Daviess, Dubois, Gibson, Greene, Knox, Lawrence, Martin, Orange, Owen, Parke, Perry, Pike, Posey, Putnam, Spencer, Sullivan, Vanderbirgh, Vermillion, Vigo, Warrick Owensboro
	Virginia Hudson	INXIXRegion5@dxc.com	(317) 488-5186	Bartholomew, Brown, Clark, Dearborn, Decatur, Fayette, Hancock, Henry, Jackson, Jennings, Monroe, Ohio, Ripley, Rush, Scott, Shelby, Switzerland, Union, Washington, Wayne Louisville Cincinnati, Harrison, Hamilton, Oxford
	Judy Green		(317) 488-5026	All other out of state areas not previously listed
Team Lead	Jenny Atkins		(317) 488-5032	



Questions?

Indiana Family and Social Services Administration
Office of Medicaid Policy and Planning

